



Start your adventure...

## SWAG CAMPER TRAILERS WARRANTY TERMS & CONDITIONS

The following information relates to warranties offered by SWAG Camper Trailers PTY LTD. Please read all the information carefully. By purchasing from SWAG Camper Trailers PTY LTD you hereby agree to the Terms & Conditions of this warranty.

1. All SWAG Camper Trailers are covered by standard Australian Consumer Law 12-month manufacturer's warranty from the original date of purchase. Please retain your sales invoice for the product as this is proof of purchase and must be presented when making a warranty claim.
2. 5 Year Structural warranty – Our Industry leading structural warranty covers the draw bar and chassis (only) from fatigue and has a guarantee for a period of Five (5) years from original date of manufacture.
3. Warranty applies only to the original buyer from the original date of purchase - collection date. The warranty is not transferable or deferrable in any way. Once sold or otherwise disposed of by the original purchaser to any third party, all warranties become null & void, and the original purchaser shall make no claims or be eligible for any claims on behalf of the new owners.
4. Any parts that are considered consumables are not covered by warranty, such as Wheels, Wheel Bearings, Tyres, Rust, Lights, Tent Zippers, Tent Lights etc. SWAG supply spare parts if needed which can be purchased from us (postage will apply).
5. Warranty covers factory faults only. The warranty does not extend to cover damages caused by improper use or mistreatment. This includes the use of the vehicle on non-gazetted roads in the country of Australia.
6. Warranty does not cover damage due to **ANY** modification of design, accidental damage or collision, misuse, abuse, incorrect assembly, improper and irregular/inadequate maintenance.
7. The purchaser must follow the instructions, care and maintenance information provided by SWAG Camper Trailers PTY LTD (customer care guide) to ensure that the product performs to the purpose intended.
8. This Warranty covers **NEW** trailers only. Trailers sold as "EX Display or DEMO" or for commercial use, will have limited warranty.
9. The standard Warranty is limited when used for commercial purposes i.e rentals, loan equipment.
10. No warranty is offered on products sold at auction, ex-demonstration, factory seconds, damaged or used product unless specified
11. The warranty covers the original the Camper Trailer only. The Warranty **DOES NOT** cover the following items:
  - 11.1. Appliances and equipment which are not manufactured or supplied by SWAG Camper Trailers (for example a refrigerator, batteries, solar panels or customer modifications) are covered by the warranty of such items for the term offered by the manufacturer of such items.
  - 11.2. Any defect resulting from overloading, misuse, negligence, accident or other cause beyond the direct control of Swag Camper Trailers.
  - 11.3. Any defect resulting from fitting or installation of any accessories or options such as an altered toolbox or other items after the camper trailer has left the premises of Swag Camper Trailers.
  - 11.4. Any rectification or other work required due to alterations in Local, State or Federal legislation which occurs after manufacture of the recreation vehicle.
  - 11.5. Any consequential damages or repair work necessitated due to continued usage or towing after a defect has, or should have, become apparent to the purchaser or user.
  - 11.6. Any accommodation or re-location expenses including fuel/freight. Loss of earnings or rents or other costs incurred before or whilst repairs under this warranty are being affected.
12. Unless otherwise agreed in writing the unit must be returned to our factory for any assessment or warranty work. In this case the warranty does not extend to cover.
  - 12.1. Any Transportation, accommodation, towing or recovery costs arising from a warranty claim are the responsibility of the purchaser unless stated in writing by SWAG Camper Trailers PTY LTD.
13. Any Warranty Work/s performed by a third party/repairer must first be approved in writing by an authorised representative of SWAG Camper Trailers. Please refer to item 12.
14. Works carried out will be solely at the manufacturer's digression as to extent of the repair or replacement of parts.
15. Any agents, suppliers, resellers or similar of SWAG Camper Trailers PTY LTD shall have no authority to authorise or deny warranty claims on behalf of SWAG Camper Trailers Pty Ltd.
16. Canvas is covered by a 12-month standard warranty, however misuse, wear & tear are not covered. Items not covered under the standard canvas warranty are outlined in item 18.
17. Extended 24-month (Total 3 years) is available on all GENESIS Campers produced post 2019. This warranty covers the structural integrity of the canvas and does not include the items listed in item 15.
18. The Canvas warranty does not cover any internal/external zips, mesh, stitching, seams, heat proofing, vinyl, Velcro.
  - 18.1. To make a Canvas claim the unit must be Returned to the place of manufacture. The claim does not extend to cover leaks if it is found that the tent has not been weathered correctly or has been overstretched during tent erection. Tents are not covered under warranty for usage of sprays on canvas.
19. All Trailers come with guarantees that cannot be excluded under the Australian Consumer Law. In addition to our warranty, the consumer may also be covered by other rights and remedies of Consumer Law in relation to the goods and/or services to which this warranty relates.
20. Warranty is subjected to our approval after a full inspection has been made from us to determine that the issues are genuine and not deliberate.

**Return Policy** - Please choose carefully to make sure the model of Trailer suits you and your needs. Wrong selection change of mind, minor variations in model, colour, specifications are not reason/s for a refund.

By signing this document, you agree to the terms and conditions set out above:

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_